



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 19, 2018

Mr. David Partin  
Consumer Affairs  
Heartland Recreational Vehicles, LLC  
1001 All Pro Drive  
Elkhart, IN 46514

NEF-150MR  
18V-852

**Subject:** Reflectors may not be Installed/FMVSS 108

Dear Mr. Partin:

This letter serves to acknowledge Heartland Recreational Vehicles, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

HEARTLAND/ELK RIDGE/2019  
HEARTLAND/ELK RIDGE EXPRESS/2019  
HEARTLAND/MILESTONE/2019  
HEARTLAND/PIONEER/2019  
HEARTLAND/SUNDANCE/2019

**Mfr's Report Date:** November 30, 2018

**NHTSA Campaign Number:** 18V-852

**Components:**

VISIBILITY

**Potential Number of Units Affected:** 847

**Problem Description:**

Heartland RV (Heartland) is recalling certain 2019 Heartland Elk Ridge, Milestone, Elk Ridge Express, Pioneer, Sundance, and Sundance XLT fifth-wheel recreational trailers. The forward reflectors on one or both sides may not have been installed. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, Reflective Devices, and Associated Equipment."

**Consequence:**

If the reflectors are missing, the trailer may have reduced visibility to other drivers, increasing the risk of a crash.

**Remedy:**

Heartland will notify owners, and dealers will install the missing reflectors, free of charge. The recall is expected to begin January 21, 2019. Owners may contact Heartland customer service at 1-877-262-8032. Heartland's number for this recall is 99.01.43.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- A description of the basis for your company's determination of the recall population (49 CFR 573.6 (c)(2)).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

We have received Heartland's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement